



**PROFESSIONAL DEVELOPMENT
Continuing Education “Certificate”***

This track is for employees that have already achieved their management or professional development certificate.

Are you ready to take your skills to a whole new level? Have you already achieved your management or professional development certificate and want more professional development?* You're in luck.

Start working towards your continuing education certificate today.

1. Communication Skills Module 1: Active Listening and the Art of Asking Questions
2. Communication Skills Module 2: Interpersonal Strategies and Conducting Difficult Conversations
3. Influence without Authority
4. Adapting to Change / Managing Change
5. Problem Solving and Decision Making
6. Social Styles (Staff & non-supervisory admin) or Leadership Versatility (Supervisors)
7. Conflict Handling Modes (formerly called Conflict Resolution)
8. Multiple Generations in the Workplace – to satisfy this requirement, staff are asked to complete the Lynda.com course entitled [Busting Myths about the Generations in the Workplace](#) and supervisors are asked to complete the course entitled [Managing a Multigenerational Workforce](#). Your completion will be downloaded and added to your training profile. **Note:** Be sure to log in to Lynda.com with your St. John's email address and a password you created. If you do not remember your password, follow the directions to create a new password.

Electives: Six electives must be in addition to sessions applied to a previous certificate.

- Conducting Effective Meetings (for employees who conduct meetings as a regular part of the job)
- Employee Assistance Programs (Each program counted separately, may apply a maximum of three (3) programs to continuing education certificate. To qualify, program must have a run date after January 1, 2017)
- Kognito's At-Risk (as long as the program has not been applied to a previous certificate)
- LinkedIn Learning (Formerly known as Lynda.com) (up to 3 additional work-related courses with completion dates after January 1, 2017. Appropriate topics include Change Management, Communication Skills, Conflict Resolution, Customer Service Skills, and Decision Making related courses).
- PROGRESS – **P**rofessional **G**rowth and **E**nrichment **S**eries (multi-part series counts as one elective)

***Pre-requisites:**

While you may attend the programs contained in this certificate at any time, you must have achieved a Professional Development or Management Development Certificate to be eligible to receive the Continuing Education Certificate.

In order to receive a continuing education certificate, participants first must be compliant in all the University's required training programs (Active Shooter Preparedness, Emergency Readiness, Sexual Harassment and Discrimination Prevention, Title IX, etc.); secondly, they must complete the above workshops.